

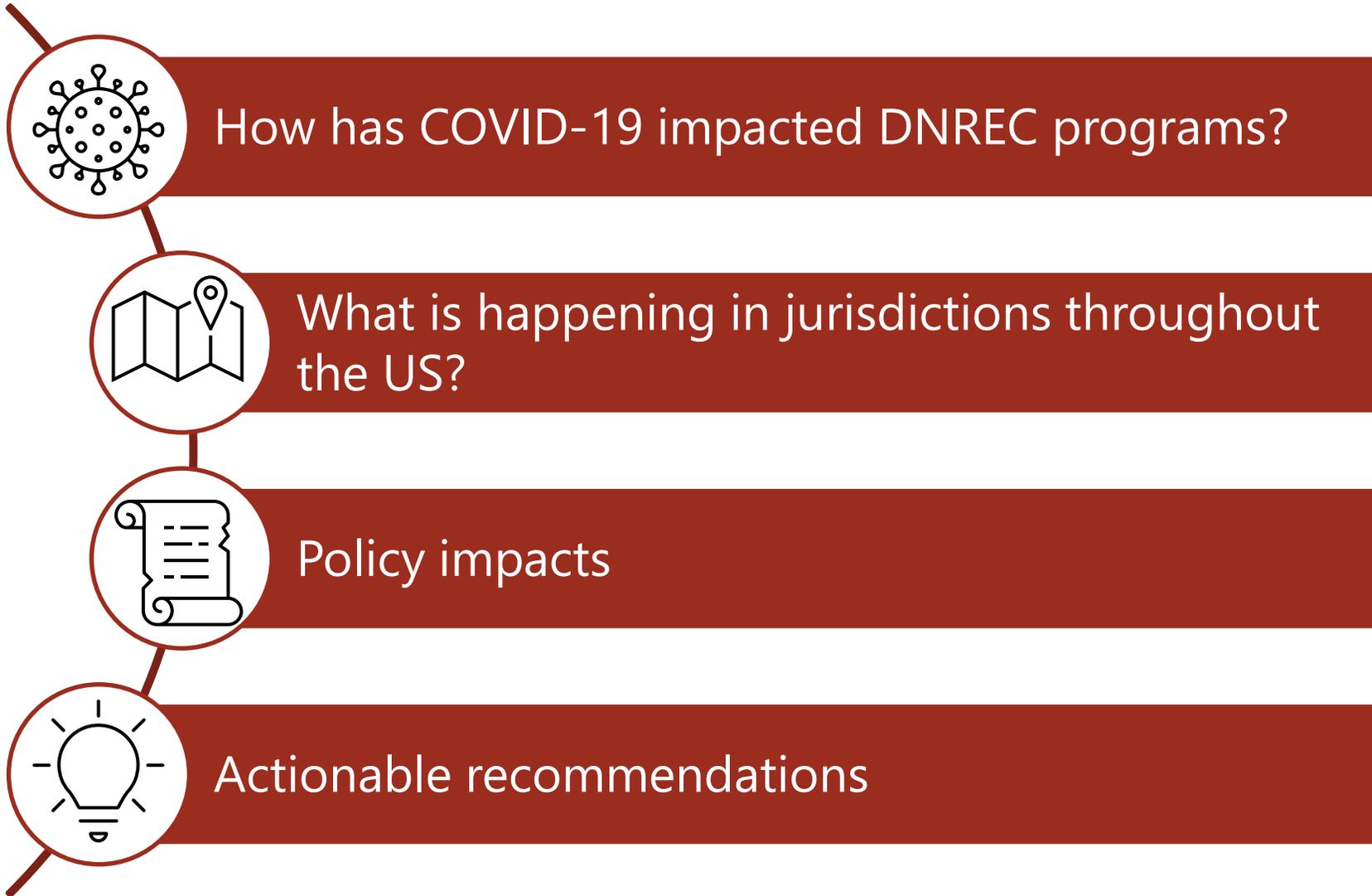


Delaware COVID-19 Market Assessment

EEAC Meeting – January 13, 2021

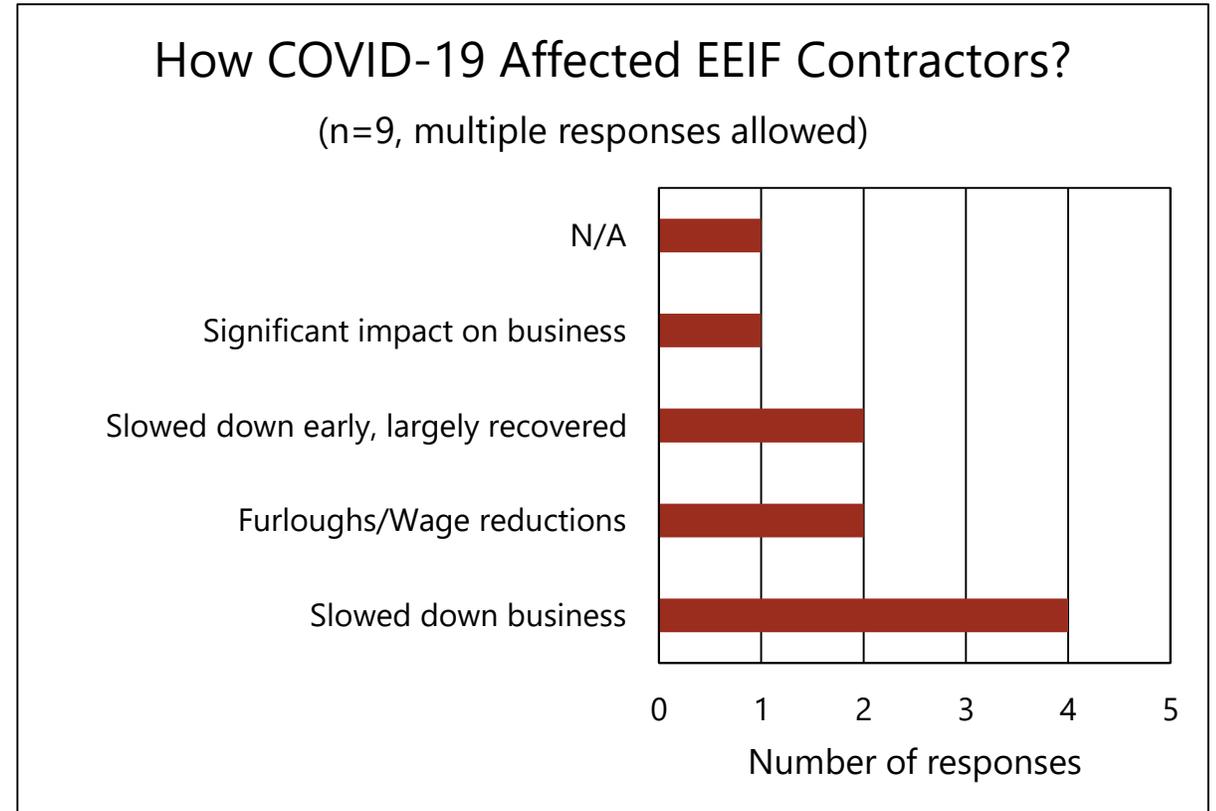


Introduction

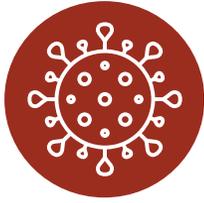


Current Status of DNREC Programs: EEIF

- Program continues to operate with staff working remotely
- Applications for comprehensive, multi-measure projects increased due to new custom grant structure
- Participant impacts:
 - Increased ventilation and “repurposing” of office space
 - Majority of the participants anticipated future investment in EE
- Impact on the EEIF contractors varied



Current Status of DNREC Programs: WAP



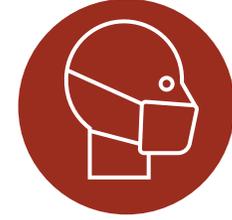
Pause of Program Operation in March

- Staff implemented new safety polices
- Program resumed operation in June



Client Intake

- Virtual intake
- Minimal contact, drive-up locations



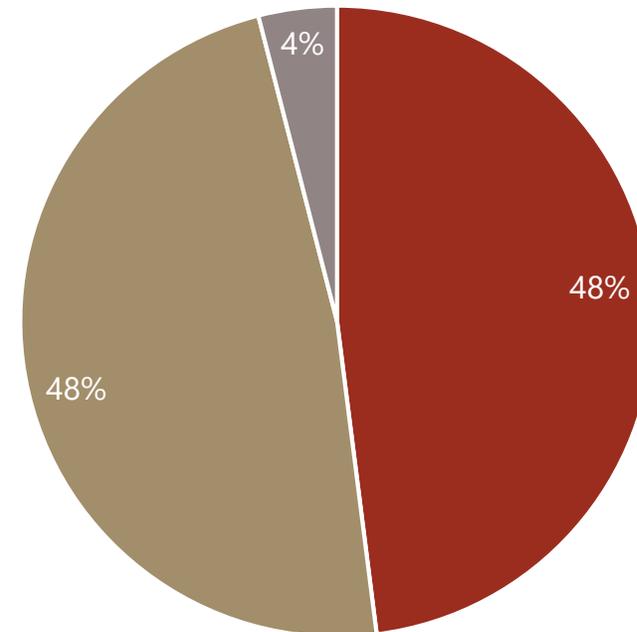
Auditing and Measure Installation

- Program staff trained contractors on new COVID safety protocols
- Provided PPE to auditors, contractors, and clients
- 17 out of 18 clients agreed to weatherization services

Current Status of DNREC Programs: GEP

- Program continued operating with staff working remotely
- Participants indicated COVID had not affected EE and RE decision-making
- One quarter of surveyed participants plan to participate in DNREC programs in next 12-24 months
- COVID impacts on energy consumption was split

How, if at all, has the COVID-19 pandemic affected your home energy consumption?
(n=27)



■ Increase ■ Decrease ■ No Change

Secondary Research

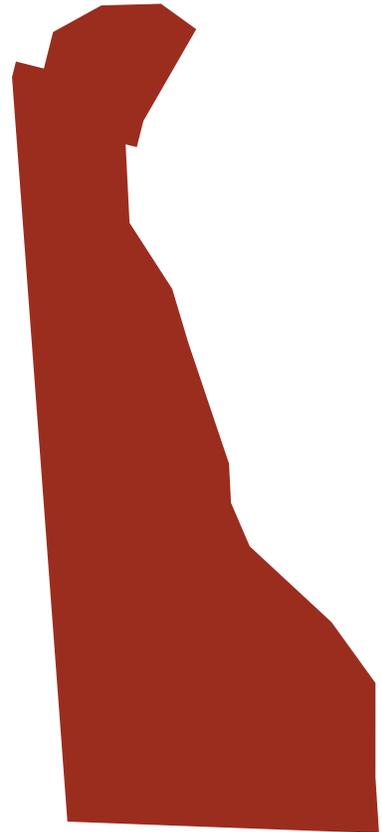
Objective: Learn what other states have done to respond to COVID-19 crisis

Focused on

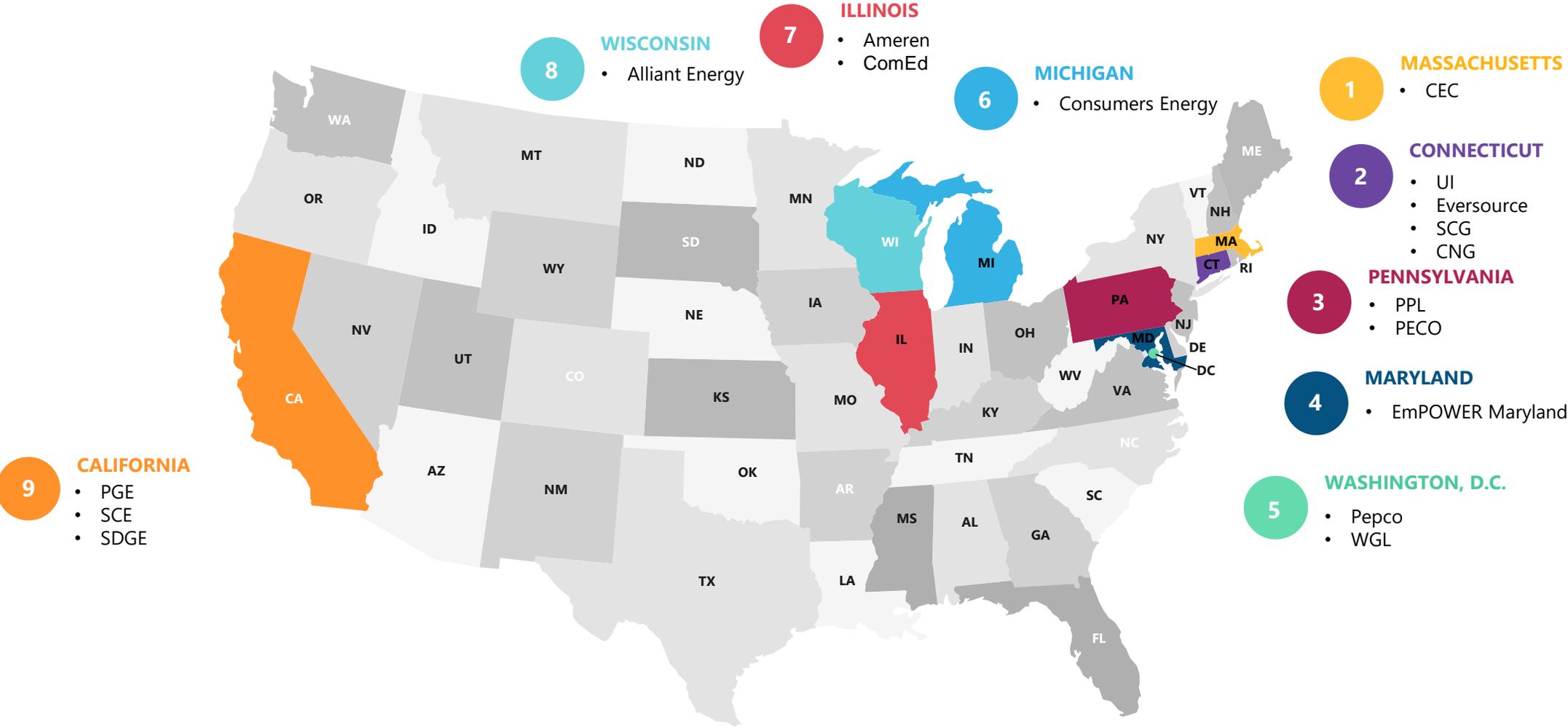
- Both residential and non-residential programs
- Program adjustments (e.g., eligibility, processes)
- Financial assistance

9 Jurisdictions researched, including

- States adjacent to Delaware
- Those with long-established EE programs



Secondary Research



Secondary Research: Residential

Financial

- Arrearage forgiveness, grants, discounts
- Suspension of service disconnections
- Flexible payment plans

Program Adjustments

- Virtual assessments
- Deadline extensions
- Additional outreach
- Program suspension (rare)

Type of Support	California	Massachusetts	Illinois	Pennsylvania	Maryland	Washington DC	Connecticut	Michigan	Wisconsin
Delaying Planned Outages	X								
Donations and Contributions to Charities, Non-Profit Organizations, & Relief Funds	X	X		X				X	X
Suspending Service Disconnections	X	X	X	X	X	X	X	X	X
Low-Income Bill Assistance	X	X	X	X		X	X	X	
Bill Credits	X	X		X	X	X		X	
Flexible Payment Plans	X	X	X	X			X	X	
Virtual Home Energy Assessments		X							
Posted Resources for At-Home Energy Efficiency	X	X	X	X			X		
Extended Application Deadlines		X					X		

Secondary Research: Non-Residential

Financial

- Suspension of service disconnections
- Flexible payment plans
- Direct customers to additional sources of relief

Program Adjustments

- Virtual site inspections
- Automatic pre-approvals
- Additional outreach
- Temporary incentive increases
- Extended/flexible deadlines
- Free educational resources
- A focus on midstream and upstream

State / Jurisdiction	California	Massachusetts	Illinois	Pennsylvania	Maryland	Washington DC	Connecticut	Michigan	Wisconsin
Donations and Contributions to Charities, Non-Profit Organizations, & Relief Funds	X	X		X				X	X
Suspending Service Disconnections	X	X	X	X		X	X		X
Flexible Payment Plans	X	X		X			X		
Reduced Utility Rates	X					X			
Loan Deferral / Flexible Repayment Options	X	X			X		X		
Posted New Tips for Energy Efficiency	X	X	X	X	X	X	X	X	X
Virtual Pre- and Post-Install Inspections		X				X	X		
Additional Outreach / Marketing					X				
New / Increased Grant Allowances			X	X	X		X		
Increased Incentives for Upstream & Midstream Programs		X				X	X		
Increased Incentives for Small Business / Direct Install Programs		X					X		
Free Educational Courses / Webinars	X			X					
Connecting Small Businesses to Potential Sources of State/Federal Funding	X	X	X	X	X	X	X	X	X

Policy Impacts – 2020 White Papers

We reviewed several energy policy white papers by leading research organizations and think tanks.

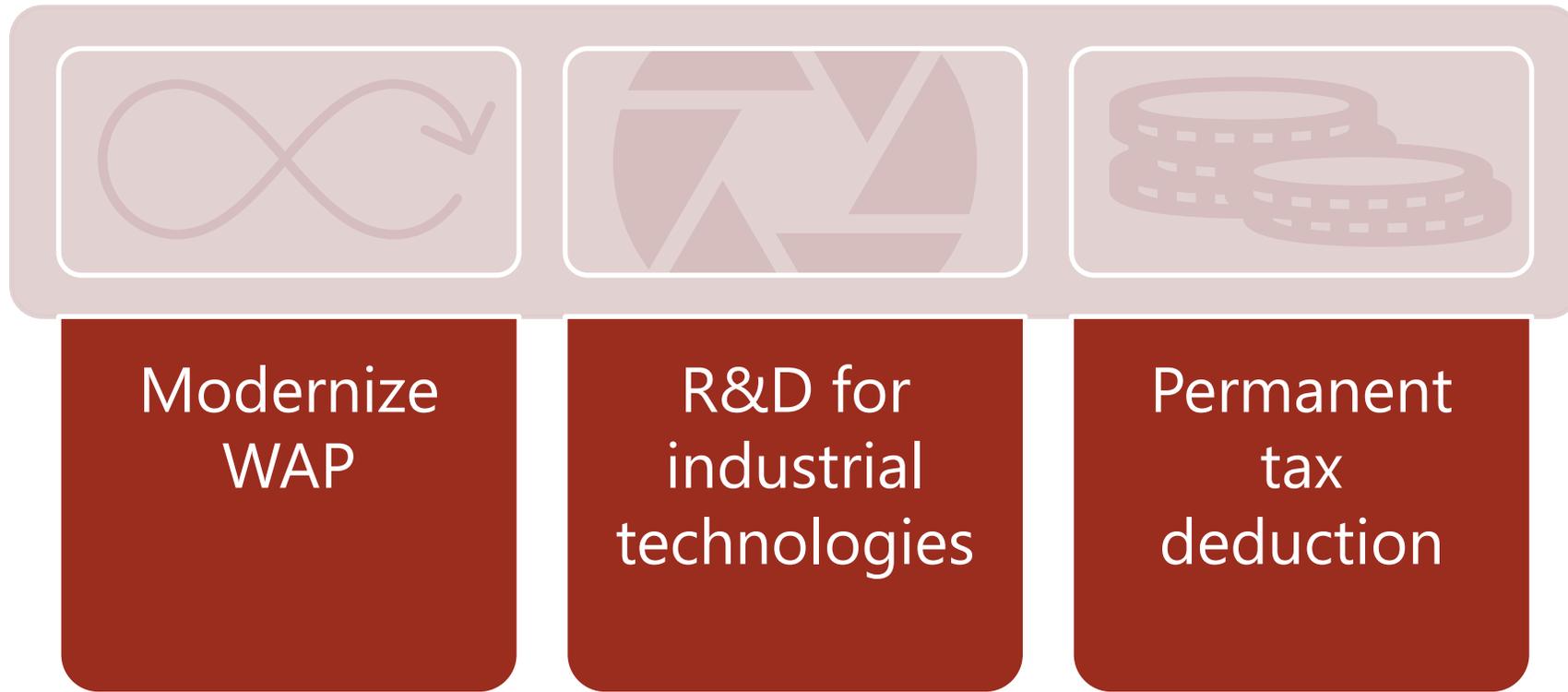
Each called for aggressive energy efficiency action as COVID relief and economic stimulus.

- Changes to program requirements
- Suspend regulatory barriers (e.g., cost effectiveness thresholds, accelerated approvals)
- Diversity, equity, and inclusion in program enhancements (e.g., representative workforce)
- Expand funding and eligibility for WAP
- Use energy efficiency as a lever to stimulate the economy while also providing tangible assistance to people in their homes and businesses, advancing green policy, and making progress toward climate change mitigation goals.



Policy Impacts – Congressional COVID Relief Bill

US Congress' COVID relief bill passed in December 2020 included expansion of WAP and green tax credits.



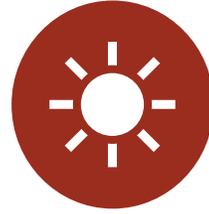
Recommendations – Existing Programs



EEIF

Streamline approvals

- Clearly communicate expectations
- Standardize calculation tools and forms



GEP

Leverage COVID-related home energy use

- Use changes in residential energy use in marketing
- Highlight participant testimonials
- Assist contractor outreach



WAP

Expand WAP Offerings

- Expand eligibility criteria
- Increase subsidies
- Create new community partnerships
- Focus on most vulnerable

Recommendations – New Offerings



Non-Income Qualified

- Increased measure incentives
- Home Energy Reports
- On-bill financing
- Free home energy assessments



Small Business Direct Install

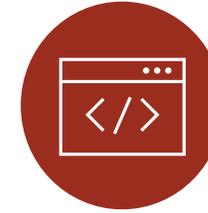
- Stimulus to struggling small businesses
- Part of EEIF or separate
- Tailored to small business unique needs
- Little or no out-of-pocket cost to owner

Recommendations – Marketing and Outreach



Increase Marketing and Outreach

- Publicity for WAP
- Direct outreach to C&I
- Increase publicity for the State Energy Program Revolving Loan Fund
- Leverage reduced commercial occupancy in marketing*



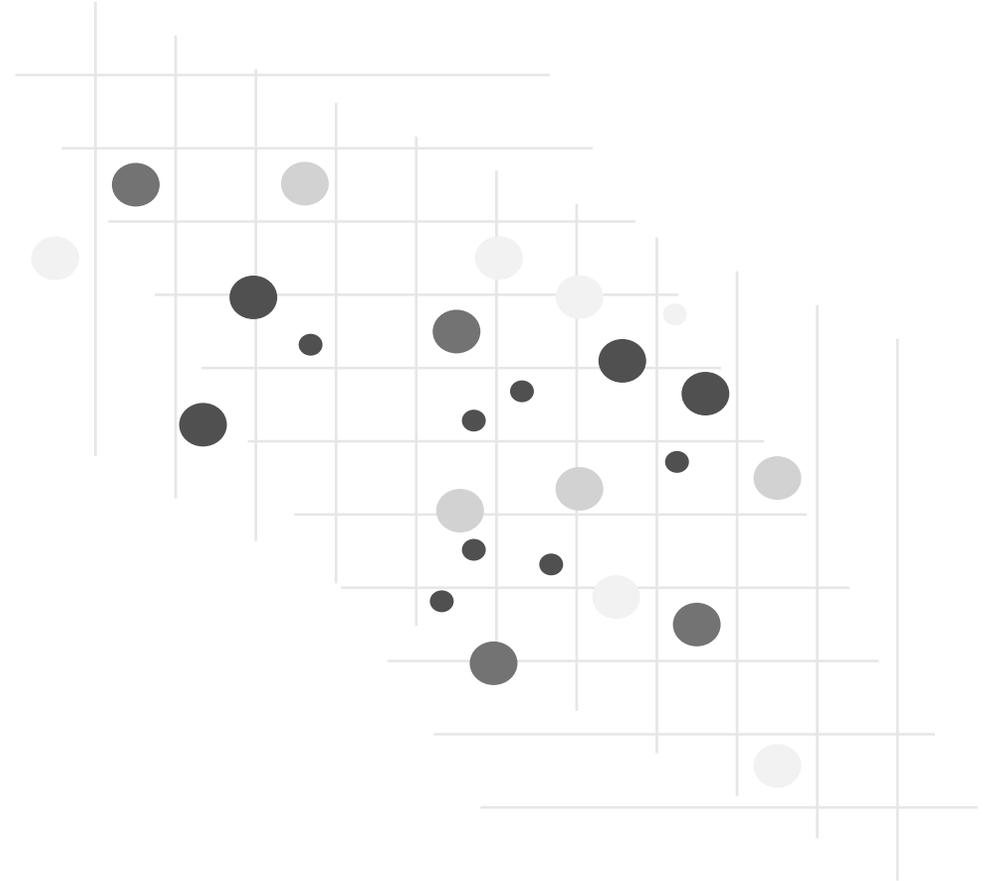
Update Website

- New EEIF implementer could support this work
- Clearinghouse for EE and information on financial support:
 - Links to state and federal funding available to business owners
 - Energy efficiency tips
 - Links to resources such as ASHRAE
 - Links to state energy efficiency programs

Recommendations – Research

Indoor Air Quality Measures

- Study energy impacts of IAQ
- Assess energy saving potential
- Adjust messaging around IAQ-related incentives to emphasize COVID-era ventilation needs



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